📞 +1(818)-835-2515 HP Printer Cartridge Problem? Printer Won't Scan Either? Here's the Fix! 📞 +1(818)-835-2515

Few things are more frustrating than an HP printer that suddenly stops working. You're ready to print an important document or scan a contract, and instead, you're staring at a confusing error message on your screen. If you're dealing with an HP printer cartridge problem and your printer won't scan either, you're not alone. These two issues are actually connected more often than you might think.

Many HP all-in-one users discover that a cartridge error can block scanning completely. The printer may refuse to scan anything until the cartridge issue is resolved. Understanding why this happens and knowing exactly what to do can save you time, money, and a lot of frustration. 📞 +1(818)-835-2515

Why an HP Printer Cartridge Problem Can Block Scanning

It seems illogical, doesn't it? Scanning shouldn't require ink, yet many HP printers disable the scanner when they detect a cartridge problem. The reason is simple: HP all-in-one printers are designed to enter an error state

when any component fails to communicate properly. When the printer detects a HP printer cartridge problem, it halts all operations—including scanning—until the error is cleared.

Some HP models refuse to scan when cartridges are low, empty, missing, or not recognized. The printer's firmware prioritizes the cartridge error above all other functions, treating it as a critical failure that must be addressed before any other task can proceed.

Common Causes of Cartridge Errors That Block Scanning

Before you can fix the problem, you need to understand what's causing your HP printer cartridge problem. Here are the most frequent culprits:

Protective Tape Still on the Cartridge

This is the number one cause of "cartridge not recognized" errors. HP cartridges ship with two pieces of protective tape—one over the ink nozzles and another over the copper contact strip. If either piece remains, the printer cannot read the cartridge chip, triggering a cartridge error that blocks scanning.

Dirty or Damaged Copper Contacts

The copper strips on your cartridge and the matching contacts inside the printer need to be clean for proper communication. Dust, ink residue, or corrosion can interrupt this connection and cause a HP printer cartridge problem.

Firmware Updates and Dynamic Security

HP's automatic firmware updates have broken third-party cartridge compatibility multiple times. In January 2026, firmware version 2602A/B affected 11 models including the OfficeJet Pro 7720. HP's Dynamic Security feature checks whether your cartridge is "authorized" and blocks it if it doesn't meet their criteria.

Cartridge Protection and Authorized Cartridge Policy

When the Authorized HP Cartridge Policy is enabled, the printer restricts supply recognition and may reject third-party cartridges. Cartridge Protection binds a cartridge to a specific printer, so moving it to another device triggers an error.

HP+ and Instant Ink Restrictions

HP+ printers often require original cartridges. Instant Ink cartridges are tied to your subscription, and if the validation fails, HP may block them.

How to Fix Your HP Printer Cartridge Problem and Restore Scanning

Now that you know what's causing your cartridge error, let's walk through the solutions. Follow these steps in order, and you'll likely resolve the issue without needing professional help.

Step 1: Remove Both Pieces of Protective Tape

Turn your cartridge over and look carefully at both sides. Remove the tape from the ink nozzles AND the tape from the copper contact strip. Even a small piece of tape blocking the contacts will trigger a cartridge error.

Step 2: Clean the Copper Contacts

Use a dry, lint-free cloth to gently wipe the copper strips on the cartridge and the matching contacts inside the printer. Avoid using liquids that could drip into the device. Once cleaned, reinsert the cartridge firmly until you hear it click into place.

Step 3: Perform a Power Reset

Turn off your printer and unplug the power cord. Wait 60 seconds, then plug it back in and power on. This simple reset often clears temporary errors and restores normal function.

Step 4: Disable Authorized HP Cartridge Policy and Cartridge Protection

From your printer's Home screen, navigate to Menu > Settings > Supplies. Locate Authorized HP Cartridge Policy and disable it. Then find Cartridge Protection and disable it as well. Checking and disabling these settings can often resolve cartridge recognition problems immediately.

Step 5: Disable Automatic Firmware Updates

If your printer is still functioning, turn off auto-updates in the settings. Only update firmware when absolutely necessary to prevent future compatibility issues.

Step 6: Use HP Smart or Alternative Scanning Software

Sometimes scanning via the printer control panel is blocked, but scanning through HP Smart, HP Scan, or Windows Fax and Scan may still work. Download HP Smart from support.hp.com or your app store.

Step 7: Test with an Original Cartridge

If an original cartridge is recognized immediately, the issue is likely related to HP+, Instant Ink, subscription, or chip/firmware problems—not a broken printer. This diagnosis can save you from unnecessary repairs.

When to Call for Professional Help

If you've tried all these steps and your HP printer cartridge problem persists—and your printer won't scan either—it may be time to call the experts. Some cartridge errors require specialized tools or replacement parts that aren't available to the average user.

📞 Call +1(818)-835-2515 for immediate assistance with your HP printer cartridge and scanning issues. Our technicians can diagnose the problem remotely or schedule an on-site visit to get your printer back up and running.

Preventing Future Cartridge Problems

Once you've resolved your current cartridge error, take these steps to prevent future issues:

- Always remove both pieces of protective tape before installing a new cartridge.
- Keep your printer's contacts clean by wiping them gently with a dry, lint-free cloth during each cartridge change.
- Disable automatic firmware updates to avoid unexpected compatibility breaks.
- Use cartridges from trusted sources that are designed to work with newer HP firmware.
- Check your printer's Authorized HP Cartridge Policy and Cartridge Protection settings regularly.

Final Thoughts

A HP printer cartridge problem that causes your printer to stop scanning is one of the most common—and most frustrating—issues HP users face. The good news is that most of these problems can be fixed in minutes with the right approach. Start with the simple fixes: remove all protective tape, clean the contacts, and perform a power reset. If those don't work, check your printer's settings for cartridge policies and firmware restrictions.

Remember, a cartridge error can block scanning by design, but that doesn't mean you need to replace your printer or buy expensive new cartridges. Many issues are caused by settings that can be adjusted or minor physical problems that are easy to fix.

If you're still stuck, don't hesitate to reach out. 📞 +1(818)-835-2515 is available to help you diagnose and resolve your HP printer issues quickly and affordably. Whether you're dealing with a HP printer cartridge problem, a scanner that won't work, or both, our team has the expertise to get you back to printing and scanning without delay.

Don't let a simple cartridge error keep you from getting your work done. Take action today, and enjoy a fully functional HP printer once again. 📞 +1(818)-835-2515